



Service information

Reference no.: SDA_89412

Symptom

NPS Win Back Program for Wardrobe Care GC9920

Cure

Info

1. Calc accumulated in the boiler creates foams during boiling. The foams result in soleplate leaking.
2. Calc can choke the rinse valve and hinder full discharge of calc water after auto rinse cycle. The boiler becomes over-filled with water and leads to soleplate leaking.

Cure

To clean boiler and swap to new water tank with anti-calc cartridge.

For every service return of GC9920, service center shall

- a. Swap to new water tank with 1 cartridge inserted.
 - New water tank Purple (Service code: 423902167271)
 - New water tank Blue (Service code: 423902149624)
 - Anti-calc cartridge pack Brown; 2 pieces per pack (Service code: 423902164851)
- b. Refurbish boiler (Clean boiler with de-scaling agent; Exchange rinse valve 423901709890 and mesh 423901009441).
 - Refer attachment for work instructions.
- c. Provide 1 spare anti-calc cartridge
- d. Provide cover letter to explain anti-calc cartridge solution & where to purchase.
 - Refer attachment for cover letter. Available in Dutch, German, French, English text.

Remarks

1. MANDATORY to perform above activity for every GC9920 service return to prevent repeat repair due to boiler calcification.
2. Use ONLY new anti-calc cartridge GC019 (service code: 423902171951).

History

- 13 Oct 2011: Attached Cover letters in 4 languages: Dutch, English, French, German.
13 Oct 2011: Rename Symptom description to NPS Win Back Program for Wardrobe Care GC9920
12 Jul 2012: To replace anti-calc cartridge from GC017 (service code: 423902164851) to **NEW** GC019 (service code: **423902171951**).
 - Upload revised attachment with new anti-calc cartridge information.
 - To add Remark: "Use ONLY new anti-calc cartridge GC019 (service code: 423902171951)."